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Dear Forum Participant:

Welcome to the 16<sup>th</sup> Public Procurement Forum *"Managing a Kaleidoscope of Change."* Our job as procurement professionals continues to evolve. Changing regulations, new operating practices and advances in automation shift our priorities like the colors of a kaleidoscope. Adapting to and managing change are essential to achieving efficient and cost effective operations.



Procurement professionals understand the value of collaboration and use it effectively to leverage experience in response to change. As our roles and responsibilities continue to change, so does our need to work together to face new challenges and opportunities. The Forum provides an opportunity and a framework for refreshing our learning and sharing information.

Forum 2004 will offer a variety of workshops, speakers and opportunities for you to share ideas with your colleagues about adapting to and managing change. This year, some workshops differ in length, a change we made in response to your feedback. Please let us know if you prefer this new format. We believe you will find the workshops and speakers both informative and thought provoking. We also are offering expanded access to suppliers through a longer exposition, which includes a networking reception.

Government procurement will continue to be a challenge as we confront increased needs and decreased resources. Meeting these challenges with creative solutions is the hallmark of successful public procurement operations. Sharing these solutions is why we are gathering for this event.

Thank you for attending this year's Forum. We all hope you find the program rewarding and beneficial. Personally, I look forward to visiting with you over the next few days and learning more about your thoughts on procurement in the Commonwealth.

Sincerely,

Ron Bell

Welcome to the 2004 Forum ..... Page 1

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Back Cover ..... Evaluation Form Pad

Workshop Evaluation = Purple

Forum Evaluation = Green

Expo Evaluation = Yellow

2004 Forum Management

**James T. Roberts, Director**  
*Department of General Services*

**W. Ron Bell, Director**  
**Linwood J. Spindle, Deputy Director**  
*Division of Purchases and Supply*

**David A. Nims, Director, Administration and Development**  
**Linda M. Morris, Learning and Development Manager**  
*Forum Co-Directors / DGS / DPS*

Several notable changes have been made to the Forum this year. In addition to Supplier and Buyer Workshops, and the Supplier Expo, we have:

- Extended the Forum a half-day to create a more flexible schedule;
- Varied workshops lengths;
- Combined some Supplier and Buyer workshops;
- Lengthened the Supplier Expo;
- Redesigned the Forum Guide, and;
- Added "Table Talk," an opportunity to ask questions and to exchange information.

### Table Talk

**"Table Talk"** scheduled for Wednesday morning is a networking general session for buyers to discuss procurement issues with subject matter experts. This structured, but less formal session is offered in response to requests by 2003 Forum participants for additional opportunities to network during the Forum. Each round table set up in the James River Ballroom will host one topic. Participants can circulate around the room asking questions and joining discussions on the topics most important to them. Please see Pages 20 and 21 for a list of topics and a diagram of the Ballroom.

### Supplier Forum

The **Supplier Forum** begins with registration and a dinner on Sunday, December 5. On Monday, twelve workshops are offered, including three joint workshops with buyers. The Supplier Forum concludes with a closing session late Monday afternoon.

### Buyer Forum

The **Buyer Forum** starts with registration and a general session luncheon with suppliers on Monday, December 6. Thirty workshops are offered this year. Tuesday's schedule includes an expanded **Supplier Expo** that opens at 11:30 with a box luncheon and concludes with a networking reception, including a door prize drawing. The Buyer Forum will conclude with the Table Talk Session on Wednesday morning.

### Forum Guide

Everything you need to know about workshops, meals, and meeting places and times can be found in your **Forum Guide**. Plan to carry it with you throughout the Forum. In addition to Supplier and Buyer Agendas, Workshop times and places and descriptions, a floor plan and list of Expo participants can be found in the Expo section (Page 32). "Notes" pages in the last section can be used during Workshops. Evaluation Forms are attached to the back cover in a tear-off pad. A separate list of participating suppliers and buyers is in your Forum package.

### Evaluations

Tear-off, color-coded Evaluation Forms are attached to the inside back cover of your Forum Guide. Workshop Evaluations are purple, the Expo Evaluation is yellow, and the Forum Evaluation is green. Please complete an Evaluation for each workshop you attend, for the Expo and for the Forum. Your ratings and comments will help us plan future events.

**To receive your VCO recertification points, you must include your complete name and address on your Evaluation Forms.**

### Information Desk

If you have questions or need assistance, come to the Information Desk in the registration area in the second floor Atrium. Phone messages will be posted in this location. Callers may leave a message for you at (804) 379-3800.

### Forum Courtesies

- The Forum is a non-smoking event. Designated smoking areas are available in the hotel and clearly marked.
- Please turn off or mute your cell phone during all Forum sessions. If you must respond to a call during a session, please get up and leave quietly.
- Your cooperation is greatly appreciated. Enjoy the Forum!

### Introducing a New & Improved Supplier Expo

- Extended Hours 11:30 am to 6:00 pm
- More Supplier Booths
- Special Box Lunch
- Networking Reception with Hors d'Oeuvres and Cash Bar (4:00 to 6:00pm)
- Door Prizes Drawn at the Reception (see details below)

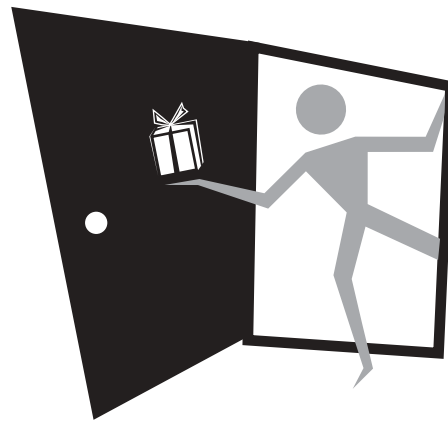
*Don't Miss this Opportunity!*

*See the Expo Floor Plan on Page 32*

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### Win Free Registration and Lodging at Forum 2005

A door prize drawing with prizes provided by the Division of Purchases and Supply will be held on Tuesday at the Supplier Expo Networking Session. We don't want to reveal everything that will be given away, but the grand prize for buyers is free registration and lodging at Forum 2005. Suppliers will be eligible to win a free single booth registration for Forum 2005. Be sure to attend the Expo and learn if you've won. All eligible participants will be automatically entered in the drawing. DPS staff members are ineligible.



### We're Moving!

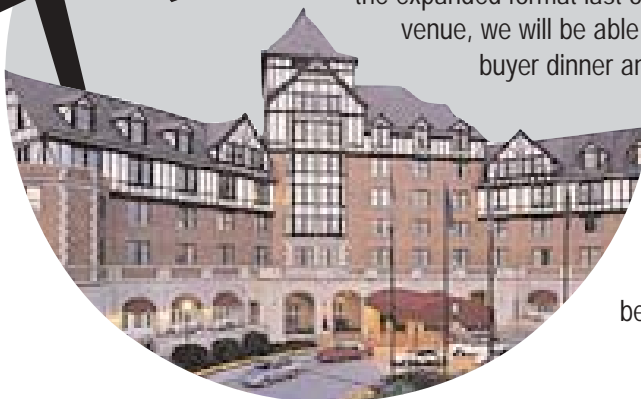
The Division of Purchases and Supply is moving in late spring 2005 to the Old State Library, soon to be renamed Executive Office Building, at 1101 East Broad Street in Richmond. Our offices will be on the sixth floor, the Learning and Development Center will be on the seventh floor and bid tabulation and analysis will be located in the basement in the former rare books room. Look for more information about the move in the coming months on our website: <http://dps.dgs.virginia.gov>.



### Forum 2005

The DPS Public Procurement Forum is moving back to The Hotel Roanoke and Conference Center in 2005. Mark your calendars for November 13 through 17 and join us as we return to the expanded format last offered in 2001. At this larger venue, we will be able to offer more workshops, a buyer dinner and even certification testing. In

addition, we will be using the Roanoke Higher Education Center to offer additional computer-based workshops. We hope to see you there for the biggest and best Forum yet!







# Supplier Forum Agenda

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## Sunday, December 5, 2004

- 3:00 - 6:00 pm Supplier Registration - Shenandoah Foyer / 2nd Floor
- 6:00 - 9:00 pm Supplier Welcome Dinner - James River / H

## Monday, December 6, 2004

- 7:00 - 8:15 am Supplier Registration - Shenandoah Foyer / 2nd Floor
- 7:15 - 8:15 am Continental Breakfast - Shenandoah Foyer / 2nd Floor
- 8:15 - 9:45 am Supplier Workshops
- 9:45 - 10:00 am Break
- 10:00 - 11:30 am Supplier Workshops
- 11:45 am - 1:20 pm Combined Supplier / Buyer Luncheon - James River Ballroom
- 1:30 - 2:30 pm Supplier Workshops
- 2:30 - 2:50 pm Break
- 2:50 - 3:50 pm Supplier Workshops
- 4:00 - 5:00 pm Supplier Workshops
- 5:00 - 5:30 pm Closing Session - Shenandoah D

Supplier Workshop Schedule - Monday, December 6, 2004

Workshops & Locations (See Page 31 for Hotel Floor Plan)

8:15 - 9:45 am	<b>Doing Business in VA</b> <i>Shenandoah D</i>	<b>SWAM for Suppliers</b> <i>Shenandoah B</i>	<b>eVA Opportunities &amp; Orders</b> <i>Shenandoah C</i>	<b>Creating an eVA Catalog</b> <i>(Computer Lab)</i> <i>New River</i>	
Break 9:45 - 10:00 am					
10:00 - 11:30 am	<b>Doing Business in VA</b> <i>Shenandoah D</i>	<b>SWAM for Suppliers</b> <i>Shenandoah B</i>	<b>Creating an eVA Catalog</b> <i>(Overview Class)</i> <i>Shenandoah C</i>	<b>eVA Technical Assistance</b> <i>New River</i>	
Lunch 11:45 am - 1:20 pm					
1:30 - 2:30 pm	<b>Best Value for Suppliers</b> <i>York</i>	<b>Cooperative Procurement</b> <i>Bon Air</i>	<b>Reverse Auction</b> <i>Shenandoah D</i>	<b>Creating an eVA Catalog</b> <i>(Computer Lab)</i> <i>New River</i>	
Break 2:30 - 2:50 pm					
2:50 - 3:50 pm	<b>Best Value for Suppliers</b> <i>York</i>	<b>Alternative Dispute Resolution</b> <i>Shenandoah A</i>	<b>Quick Quote</b> <i>James River H</i>	<b>eVA Technical Assistance</b> <i>New River</i>	<b>Web Strategies for Small Business</b> <i>Chesterfield</i>
4:00 - 5:00 pm	<b>Alternative Dispute Resolution</b> <i>Shenandoah A</i>	<b>Technology Purchasing Through VITA</b> <i>James River F</i>	<b>Quick Quote</b> <i>James River H</i>	<b>eVA Technical Assistance</b> <i>New River</i>	<b>Web Strategies for Small Business</b> <i>Chesterfield</i>
Please note: ■ indicates Workshops offered to both Buyers and Suppliers.					
5:00 - 5:30 pm	<b>Closing Session for Suppliers</b> <i>Shenandoah D</i>				

### Best Value - 201

***Don Rainey, CPPB, VCO, Director, Procurement Services, DGS***

Public bodies can consider best value concepts when procuring goods and nonprofessional services. Best value enables selection of the best suppliers who are most likely to provide quality products, on time and at reasonable cost. Through this workshop, you can increase your understanding of how the combination of quality, price and various elements of required services contribute to best value.

### Building Vendor Relationships through Alternative Dispute Resolution - 202

***Steve Hudson, CPPPO, VCO, Procurement Account Executive, DGS/DPS***

***Mark Rubin, Professional Mediator, The McCammon Group***

ADR is a new procurement tool that will permit agency purchasing managers to “partner” with their contractors to resolve issues quickly and amicably. This workshop will introduce ADR concepts, provide an overview of the Virginia Administrative Dispute Resolution Act (VADRA), and explain procedures incorporated in the Vendors Manual for using ADR in contract management. This session will also provide “interest-based” negotiation tips that will assist you in ADR situations.

### Cooperative Procurement - 203

***Paul Higgins, Manager, Services and Statewide, DGS/DPS***

The creation of the Virginia Partners in Procurement (VaPP) program has introduced the benefits of cooperative purchasing to agencies and localities. By partnering to develop solicitations that meet a broader set of needs, participating entities gain the benefits of increased competition and better prices. Suppliers will want to attend this workshop to better understand how the program works and how it can enhance the effectiveness of targeted marketing of goods and services.

### Creating a Catalog (Computer Lab) - 204

***Vicki Beasley, Lead eVA Catalog Technician, DGS/DPS***

One of the proven strategies for increasing business opportunities through eVA is to have an online catalog available to public buyers. This hands-on lab will teach you what many suppliers already know about building a catalog and linking it to eVA. To ensure fair access to all interested suppliers, a drawing was held to fill the available spaces. Any unclaimed spaces will be available on a first-come, first-serve basis.

### Creating a Catalog (Overview Class) - 205

***Shane Caudill, e-Commerce Analyst, DGS/DPS***

This classroom-style workshop will include an overview of the catalog creation process and will highlight the benefits of the eVA catalog. It is being offered to accommodate overflow from the catalog lab and for anyone interested in hearing the how-to of catalog development without attending a lab oriented workshop.

### Doing Business in Virginia - 206

***W. Ron Bell, Director, DGS/Division of Purchases and Supply***

***Edward C. Gibbs, Director, Procurement and Payments, VCU, Representing Higher Education***

***Cindy Sager, Director of Procurement & Risk Management, Department of Corrections***

***Phil Pippert, Associate Director of Supply Chain Management, VITA***

***Don E. Silles, State Contract Engineer, VDOT***

What if there was a roadmap for suppliers to explain how to do business with public bodies in the Commonwealth? This workshop will focus on furthering your understanding of public procurement processes and how they can be utilized to benefit your business.

### eVA Technical Assistance

***eVA Team***

Members of the eVA Team will be available at several times throughout the day to answer questions and provide technical assistance in the Computer Lab. Drop in at your convenience and spend as long as you wish getting answers to your questions and resolving technical issues related to eVA.

### Managing eVA Business Opportunities and Orders - 207

***Karen E. Shaffer, MCP, eVA Customer Care/Vendor Registration Supervisor, DGS/DPS***

You registered with eVA. Now, what do you need to do to receive and respond to business opportunities from agencies and localities of the Commonwealth and manage the order process? Come hear an expert from the eVA Customer Care Team explain the big picture and learn strategies and techniques for making contacts and selling to the Commonwealth of Virginia.

### Quick Quote - 208

***Shane Caudill, e-Commerce Analyst, DGS/DPS***

***Bob Sievert, Director, e-Procurement Bureau, DGS/DPS***

The Quick Quote application gives suppliers an opportunity to respond electronically to informal solicitations from state and local buyers. With a new purchase threshold of \$50,000, Quick Quote is increasingly the tool of choice for public buyers. Presented by eVA technical experts, you will come away from this workshop with a thorough understanding of the Quick Quote tool and its benefits.

### Reverse Auction - 209

***Bob Sievert, e-Procurement Bureau Director, DGS/DPS***

***Jacky Suiter, e-Commerce Analyst, DPS/DGS***

Agencies and localities in the Commonwealth are always under pressure to do more with less and the eVA Reverse Auction tool can help them achieve this objective. Suppliers participate in eVA Reverse Auction by monitoring the current low bid in real-time and respond in real-time with equal or lower prices, similar to the popular eBay Auction website. eVA Reverse Auction provides significant efficiencies through an effective procurement method and better prices will draw increased contract usage, a win for both agencies and suppliers. Come to this workshop to learn the mechanics of this powerful buying tool.

### SWAM for Suppliers - 210

***Eugene Anderson, Director, Policy, Consulting and Review, DGS/DPS***

***Jean Bass, Policy Analyst, Dept. of Minority Business Enterprise***

The General Assembly passed legislation in the 2004 session to enhance procurement participation with small, woman-owned and minority businesses. The Department of General Services, Division of Purchases and Supply is partnering with the Department of Minority Business Enterprise to present this workshop and examine how the latest changes in Virginia procurement law affect your business.

### Technology Purchasing Through VITA - 211

***Phil Pippert, Associate Director of Supply Chain Management, VITA***

The creation of the Virginia Information Technologies Agency (VITA) has brought changes to the way technology purchasing is conducted on behalf of executive branch agencies in Virginia. Attend this workshop to learn how VITA conducts technology purchases for agencies and how eVA, Virginia's electronic procurement solution, provides the backbone to support these end-to-end procurements.

Web Strategies for Small Business - 212

***Michelle Carpenter, Education/Research Manager, VECTEC***

Developing and maintaining a website that not only draws the attention of the customer, but compels him or her to buy your product can be very difficult to attain. This presentation will address some of the strategies employed by a variety of businesses headquartered both in and out of the Commonwealth and provide attendees with guidelines for improving the overall look and functionality of their website. Examples of both good and bad design will be offered. The session will conclude with additional marketing tips and an explanation of e-commerce resources available through the Virginia Electronic Commerce Technology Center (VECTEC) at Christopher Newport University.

Bringing the  
Commonwealth &  
the Supplier  
Community  
Together ...





# Buyer Forum Agenda

## Monday, December 6, 2004

9:00 am – 5:00 pm	Buyer Registration – Shenandoah Foyer / 2nd Floor
11:45 am – 1:20 pm	Combined Supplier / Buyer Luncheon - James River Ballroom
1:30 – 2:30 pm	Buyer Workshops
2:30 – 2:50 pm	Break
2:50 – 3:50 pm	Buyer Workshops
4:00 – 5:00 pm	Buyer Workshops

## Tuesday, December 7, 2004

7:00 am – 4:00 pm	Buyer Registration – Shenandoah Foyer / 2nd Floor
7:30 – 8:15 am	Continental Breakfast - James River & Shenandoah Foyers
8:15 – 9:45 am	Buyer Workshops
9:45 – 10:00 am	Break
10:00 – 11:30 am	Buyer Workshops
11:45 am – 1:20 pm	Expo Box Luncheon
1:30 – 2:30 pm	Buyer Workshops
2:30 – 2:50 pm	Break
2:50 – 3:50 pm	Buyer Workshops
4:00 – 6:00 pm	Expo Networking Reception - James River & Shenandoah Foyers

## Wednesday, December 8, 2004

7:45 – 10:20 am	Continental Breakfast & Table Talk General Session - James River Ballroom
10:30 – 11:00 am	Closing Session - James River Ballroom





Buyer Workshop Schedule - Monday, December 6, 2004

Buyer & Supplier Lunch 11:45 am - 1:20 pm

Workshops & Locations (See Page 31 for Hotel Floor Plan)

1:30 - 2:30 pm	VIP	APSPM What's New	Identity Theft	Reverse Auction	eVA Breaks Out in Localities	Specification Formats
	<i>Chesterfield</i>	<i>Shenandoah C</i>	<i>Shenandoah B</i>	<i>Shenandoah D</i>	<i>Anna</i>	<i>Shenandoah A</i>

Break 2:30 - 2:50 pm

2:50 - 3:50 pm	The Cheese Experience <i>(2:50 - 5:00 pm)</i>	ADR	APSPM What's New	Identity Theft	Some Days Chickens	Quick Quote
	<i>James River G</i>	<i>Shenandoah A</i>	<i>Shenandoah C</i>	<i>Shenandoah B</i>	<i>Shenandoah D</i>	<i>James River H</i>

4:00 - 5:00 pm	Surplus: Getting More for Less	ADR	APSPM What's New	Cooperative Procurement	Some Days Chickens	Quick Quote
	<i>James River E</i>	<i>Shenandoah A</i>	<i>Shenandoah C</i>	<i>Shenandoah B</i>	<i>Shenandoah D</i>	<i>James River H</i>

Please note: ■ indicates Workshops offered to both Buyers and Suppliers.  
Workshop Descriptions - Pages 22 - 28.

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Buyer  
Forum

# Buyer Workshop Schedule - Tuesday, December 7, 2004

Workshops & Locations (See Page 31 for Hotel Floor Plan)

8:15 - 9:45 am	<b>RFP</b> <i>York</i>	<b>A Pain in the Neck</b> <i>Chesterfield</i>	<b>Cultivating Your eVa Fields</b> <i>Shenandoah A</i>	<b>Best Value</b> <i>Shenandoah B</i>	<b>eVA Fall Update</b> <i>Shenandoah C</i>	<b>SWAM for Buyers</b> <i>Shenandoah D</i>	
Break 9:45 - 10:00 am							
10:00 - 11:30 am	<b>RFP</b> <i>York</i>	<b>A Pain in the Neck</b> <i>Chesterfield</i>	<b>Cultivating Your eVa Fields</b> <i>Shenandoah A</i>	<b>Best Value</b> <i>Shenandoah B</i>	<b>eVA Fall Update</b> <i>Shenandoah C</i>	<b>SWAM for Buyers</b> <i>Shenandoah D</i>	<b>The Scoop on Coop</b> <i>Anna</i>
Expo Lunch 11:45 am - 1:20 pm							
1:30 - 2:30 pm	<b>Greening Up</b> <i>York</i>	<b>Managing Multiple Priorities</b> <i>Shenandoah B</i>	<b>Technology Purchasing Through VITA</b> <i>Shenandoah A</i>	<b>Insurance &amp; Procurement</b> <i>Chesterfield</i>	<b>eMail Made Easier for You</b> <i>Shenandoah C</i>	<b>Contract Management</b> <i>Shenandoah D</i>	<b>Ethics</b> <i>Anna</i>
Break 2:30 - 2:50 pm							
2:50 - 3:50 pm	<b>Procurement Remedies</b> <i>York</i>	<b>Managing Multiple Priorities</b> <i>Shenandoah B</i>	<b>Technology Purchasing Through VITA</b> <i>Shenandoah A</i>	<b>APSPM Jeopardy</b> <i>Chesterfield</i>	<b>eMail Made Easier for You</b> <i>Shenandoah C</i>	<b>Contract Management</b> <i>Shenandoah D</i>	<b>Ethics</b> <i>Anna</i>
Special Events	<b>Supplier Expo</b> <i>James River</i> 11:30 am - 6 pm	<b>eVa Technical Assistance</b> <i>New River</i> All Day	<b>SCT/Banner &amp; eVA Integration</b> <i>Bon Air</i> 1:30 - 2:30 pm				

Workshop Descriptions - Pages 22-28.

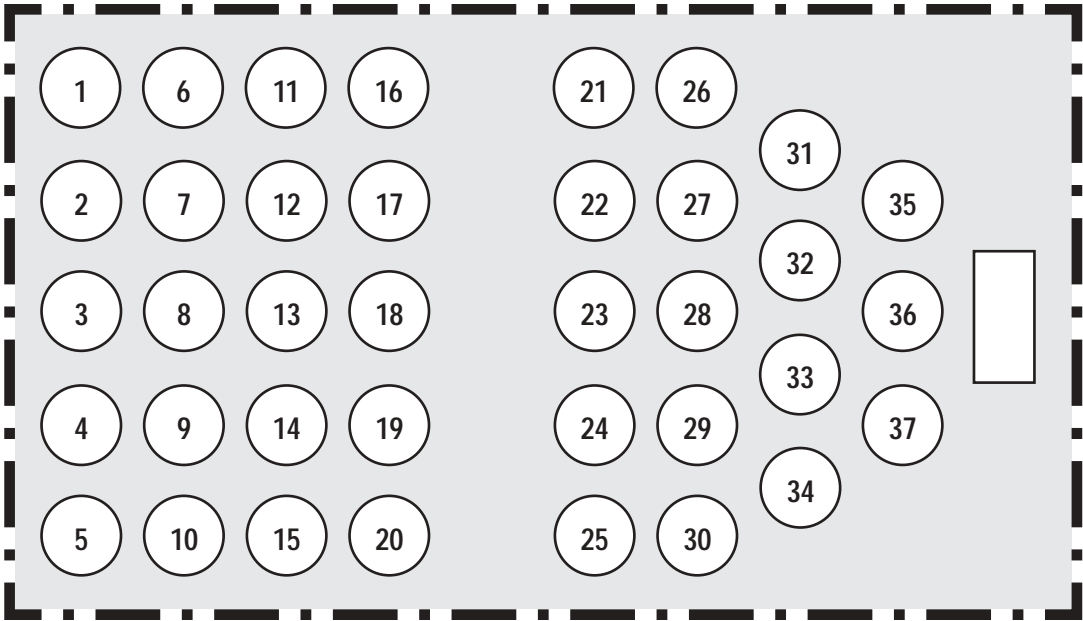
Workshops & Locations (See Page 31 for Hotel Floor Plan)

7:45 - 10:20 am	<b>Continental Breakfast &amp; Table Talk</b> <i>James River</i>
10:30 - 11:00 am	<b>Closing Session</b> <i>James River</i>

Table Talk - 130  
*Discussion Session with Subject Matter Experts*  
*Table Diagram (Below) and List of Topics (Opposite Page)*

Conducted as a general session, this workshop will offer subject matter experts on procurement-related topics ready to answer your questions and help resolve your procurement issues. Participants will choose topics of interest and change tables several times during the workshop. This expanded networking opportunity is new for Forum 2004 and offered in response to buyer feedback. Let us know what you think.

Table Talk Floor Plan



## Table Talk Issues and Subject Matter Experts

1	ADR	Steve Hudson
2	APSPM	Nancy Davis
3	Awards for Service	Fran Finch
4	Best Value	Don Rainey
5	Capital Outlay Construction	Bill Scott
6	Careers @ DPS	Ron Bell
7	Contract Management	Gary Johnson
8	Copiers	Sandra Gill
9	Correctional Enterprises	Don Guillory
10	eMail Upgrade	Gail Kemper
11	Emergency Operations	Harry Colestock
12	eVA Local	Bob Pareene
13	eVA Local	Gil Seigler
14	eProcurement	Jacky Suiter
15	eVA - Supplier Side	Karen Shaffer
16	eVA Trends	Bob Sievert
17	Furniture Systems	Ed Patterson
18	Learning Management System	Carolyn Steffen
19	Lodging	Matt Manion
20	Mandatory Sources	Linwood Spindle
21	Methods of Procurement	Ron King
22	Printing	Warren Mitchell
23	Procurement - Goods	MaLinda Washington
24	Quick Quote	Shane Caudill
25	Security & Safety Equipment	Pete Stamps
26	Selling eVA to Your Organization	Tammy Farmer
27	SPCC/Travel Charge Card	Francine Barnes & Valerie Smith
28	Specifications	John Sheppard
29	Spot Order Process	Glenn Hinton
30	SWAM	Eugene Anderson
31	The Business of eVA	Becky Barnett
32	Technology Purchasing Through VITA	Larry Ray & Jan Giffin
33	VaPP	Paul Higgins
34	Vehicle Contracts	Joe Dagra
35	VDC	Andy Repak
36	Virginia Industries for the Blind	Don Rymer
37	Virginia Institute of Procurement	Linda Morris & Suzie Gleason

### A Dull Guillotine is a Pain in the Neck - 101

***Charlie Breeding, Performance Improvement Institute***

In this lively, interactive session, you will learn to deal more effectively with someone who has “moved your cheese;” counter the mental framework that normally is associated with an announced change; understand the differences between changes in processes and systems, and changing personal behavior; and become a ‘victor’ of change instead of a ‘victim’ of change.

### APSPM Jeopardy - 103

***Nancy M. Davis, CPPB, CPPO, VCO, Procurement Account Executive, DGS/DPS***

Think you know the APSPM backward and forward? Come test your knowledge at this fun and interactive session devoted to answers and questions about the APSPM manual in a jeopardy-type format. You can't win a million dollars but you can gain prestige and confidence.

### APSPM – What's New - 104

***Nancy M. Davis, CPPB, CPPO, VCO, Procurement Account Executive, DGS/DPS***

Procurement Information Memoranda (PIMs) were issued in abundance during 2004. PIMs 98-016 and 98-017 made several changes to the competitive requirements and threshold limits. Additional changes are on the way and may be published before the Forum. This workshop will provide an overview of the Agency Procurement and Surplus Property Manual (APSPM) with special emphasis on changes of major importance.

### Best Value - 105

***Don Rainey, CPPB, VCO, Director, Procurement Services, DGS***

Public bodies can consider best value concepts when procuring goods and nonprofessional services. Best value enables selection of the best suppliers who are most likely to provide quality products, on time and at reasonable cost. Through this workshop, you can increase your understanding of how the combination of quality, price and various elements of required services contribute to best value.

### Building Vendor Relationships through Alternative Dispute Resolution - 102

***Steve Hudson, CPPO, VCO, Procurement Account Executive, DGS/DPS***

***Mark Rubin, Professional Mediator, The McCammon Group***

ADR is a new procurement tool that will permit agency purchasing managers to “partner” with their contractors to resolve issues quickly and amicably. This workshop will introduce ADR concepts, provide an overview of the Virginia Administrative Dispute Resolution Act (VADRA), and explain procedures incorporated in the Vendors Manual for using ADR in contract management. This session will also provide “interest-based” negotiation tips that will assist you in ADR situations.

### Change, the Cheese Experience - 106

***Delores W. Elmore, PHR, Training and Development Specialist, DHRM***

Based on the best-selling book, "Who Moved My Cheese," by Spencer Johnson, MD, and taught by a certified instructor from the Department of Human Resource Management, this workshop is geared toward understanding change and personally dealing with change.

### Contract Management - 107

***Gary Johnson, Contract Compliance Officer, DGS/DPS***

Administering service and term contracts/purchase orders can be made easier with the tips you will learn in this workshop. From checklists to forms and sample letters, you'll become familiar with everything you need to start on the path to correct and comprehensive contract management. The effort you put forth in contract management today may save you many hours of dispute resolution later.

### Cooperative Procurement - 108

***Paul Higgins, Manager, Services and Statewide, DGS/DPS***

The creation of the Virginia Partners in Procurement (VaPP) program has introduced the benefits of cooperative purchasing to agencies and localities. By partnering to develop solicitations that meet a broader set of needs, participating entities gain the benefits of increased competition and better prices. Buyers will want to attend this workshop to better understand how the program works and how it can help maximize value when purchasing goods and services.

### Cultivating Your eVA Fields - 109

***Tammy Farmer, Procurement Management Account Executive, DGS/DPS***

Introducing and growing eVA utilization in your organization can present challenges. This fun and interactive workshop focuses on overcoming these challenges with a strategy already proven effective in state and local entities. Led by an account executive who has successfully implemented eVA at the local level, you will leave this session confident in your knowledge of how to introduce or expand eVA usage in your organization.

### eVA Breaks Out in Localities - 110

***Gail Kemper, e-Commerce Analyst, DGS/DPS***

***Gil Seigler, eVA Outreach Executive, DGS/DPS***

eVA has proven its success throughout Virginia state agencies - usage is up and prices are down – a win for both agencies and Virginia taxpayers. Many local governments also are realizing significant savings using eVA. If your local office is not using eVA, find out how you can become part of a winning team and start saving money today.

### eVA Fall Update - 111

**Jan Fatouros, Director, Information Systems and Services, DGS**

**Bob Sievert, e-Procurement Bureau Director, DGS/DPS**

eVA continues to evolve and mature with enhanced features and smoother navigation. The fall line-up of changes includes a new version of eMall, message-based integration with Enterprise Resource Planning systems, an improved data warehouse and reconciliation with VITA purchases, among others. Take advantage of this workshop to increase your knowledge of eVA to facilitate more effective use of this powerful e-Procurement tool.

### eMall Made Easier for You - 116

**Gail Kemper, e-Commerce Analyst, DGS/DPS**

Same eMall, only streamlined and easier to use! This workshop will cover the details of the streamlined eMall designed to enhance your eVA shopping experience. Armed with this knowledge, you really can 'shop until you drop.'

### eVA Technical Assistance

**eVA Team**

Members of the eVA Team will be available at several times throughout the day to answer questions and provide technical assistance in the Computer Lab. Drop in at your convenience and spend as long as you wish getting answers to your questions and resolving technical issues related to eVA.

### Ethics - 112

**Paul Higgins, Manager, Services and Statewide, DGS/DPS**

Ethics in the procurement 'fish bowl' is more than knowing right from wrong. It is more often than not about choosing between right and 'righter'. Public bodies must maintain the highest ethical standards to uphold the confidence of citizens in governmental processes. Although there is no magic key to unlock the door to ethical perfection, there are processes and insights that can help with your decision-making. This workshop will provide an opportunity for introspection, discussion and review of a process that will provide insight on how you can approach the challenges of ethical resolution.

### Greening Up - 113

**Georgiana Ball, State Agency Recycling Coordinator, DGS**

No, it is not about lawn care! This workshop explores the continuing success of green or environmentally friendly products and how you can expand their use in your organization. Products containing recycled content are more readily available and less expensive than ever. You'll learn about resources available to help you get started or expand your green program as well as commodity categories that make it easy to 'green up.'

### Insurance and Procurement – A Crucial Partnership - 117

***Don LeMond, Director, Division of Risk Management, Dept. of the Treasury***

The Commonwealth administers a variety of insurance programs through Treasury's Division of Risk Management, many of which are important to the procurement process. This workshop will examine various types of insurance, explore insurance terms such as scope of coverage and hold harmless agreements and prepare you to make informed decisions about the importance of insurance to the procurement process.

### Multiple Priorities: Juggling On a Day-to-Day Basis - 118

***Susan Mongold, SPHR, Training Manager, Dept. of Environmental Quality***

Too much to do...that often describes our day. This fun and energizing session will provide you with some practical time and stress management techniques to increase productivity, overcome time wasters, and apply at least one new organizational tip. You will learn how to keep more of those proverbial balls in the air while moving your workload forward.

### Procurement Remedies - 114

***John Westrick, Senior Assistant Attorney General, Office of the Attorney General***

The vast majority of public procurements go well but what should you do for the few that are disputed? This workshop, presented by a representative from the Office of the Attorney General, will examine remedies available to public bodies and suppliers to resolve disputed contracts.

### Quick Quote - 119

***Shane Caudill, e-Commerce Analyst, DGS/DPS***

***Bob Sievert, e-Procurement Bureau Director, DGS/DPS***

The Quick Quote application gives suppliers an opportunity to respond electronically to informal solicitations from state and local buyers. With a new purchase threshold of \$50,000, Quick Quote is increasingly the tool of choice for public buyers. Presented by eVA technical experts, you will come away from this workshop with a thorough understanding of the tool and its benefits.

### Request for Proposal - 120

***Ronald L. King, CPPB, CPPO, VCO, Procurement Account Executive, DGS/DPS***

The Request for Proposals (RFP) process can be a useful, but time-consuming, tool for procurement professionals. This interactive workshop focuses on developing RFPs using streamlining tips and templates that can speed up the process, while maintaining elements that should lead to successful awards and minimize protests.



### Reverse Auction - 121

**Bob Sievert, e-Procurement Bureau Director, DGS/DPS**

**Jacky Suiter, e-Commerce Analyst, DPS/DGS**

Agencies and localities in the Commonwealth are always under pressure to do more with less and the eVA Reverse Auction tool can help them achieve this objective. Suppliers participate in eVA Reverse Auction by monitoring the current low bid in real-time and respond in real-time with equal or lower prices, similar to the popular eBay Auction website. eVA Reverse Auction provides significant efficiencies through an effective procurement method and better prices will draw increased contract usage, a win for both agencies and suppliers. Come to this workshop to learn the mechanics of this powerful buying tool.

### SCT/Banner and eVA Integration Update - 129

**Marion Lancaster, DGS/ISS**

This workshop will provide users of SCT/Banner software with the current status of eVA integration efforts and also include opportunities for group discussion and information sharing. Come learn when this exciting eVA enhancement will be available.

### Some Day Chickens, Some Days Feathers - 122

**Charlie Breeding, Performance Improvement Institute**

This workshop takes a humorous look at how our attitudes determine our happiness, stress levels and success. You will learn the attitudinal examples through stories of how common people found uncommon courage, self-insight and determination to deal with a difficult issue or challenging situation. You will be motivated to take a different look at problems using insights from this session.

### Specification Formats for eProcurement - 128

**John Sheppard, Specification Engineer, DGS/DPS**

Beginning and experienced buyers alike are challenged to develop specifications that accurately describe the goods and services required. Learn to structure specifications that are designed to work with the upcoming eProcurement database yet are still clear, concise and comprehensive. Getting the most out of eProcurement starts with the correct specification formats!

### Surplus – Getting More for Less - 123

**Marquis J. Bolton, Director of DGS Procurement & VSPP (retiring), DGS**

Virginia's attic is a treasure house of reusable items available to public entities at great value through a searchable web database. This workshop will teach you how to access surplus property, make donations, understand donation limits and procedures, and learn about electronic recycling and disposal.

### SWAM for Buyers - 124

***Eugene Anderson, Director, Policy, Consulting and Review, DGS/DPS***

***Jean Bass, Policy Analyst, Dept. of Minority Business Enterprise***

The General Assembly passed legislation in the 2004 session to enhance procurement participation with small, woman-owned and minority businesses. The Department of General Services, Division of Purchases and Supply is partnering with the Department of Minority Business Enterprise to present this workshop and examine how the latest changes in Virginia procurement law affect your agency's procurement processes.

### Technology Purchasing Through VITA - 125

***Phil Pippert, Associate Director of Supply Chain Management, VITA***

The creation of the Virginia Information Technologies Agency (VITA) has brought changes to the way technology purchasing is conducted on behalf of executive branch agencies in Virginia. Attend this workshop to learn how VITA conducts technology purchases for agencies and how eVA, Virginia's electronic procurement solution, provides the backbone to support these end-to-end procurements. Buyers also will learn about the availability of GSA technology schedules.

### Virginia Institute of Procurement - 126

***Linda Morris, PHR, Learning and Development Manager, DGS/DPS***

***Carolyn Steffen, Learning and Development Coordinator, DGS/DPS***

Virginia has long led the nation in procurement training programs with a first of its kind certification program for contracting officers. The introduction of eProcurement has brought buying capabilities to a greater range of buyers, not all of whom meet the criteria for contracting officer certification. In response to the need for additional training programs, the Division of Purchases and Supply (DPS) created the Virginia Institute of Procurement (VIP) as the umbrella organization under which all DPS procurement learning and development programs will reside. Come hear our exciting plans for the next year.

### What's in Your Wallet - Identity Theft Awareness, Prevention and Response - 115

***Wendy Hopp, HR Training Coordinator, DGS***

***Kathi Lee, Department of Criminal Justice Services-Crime Prevention Center***

I'm too careful to be a victim of identity theft. How many have said that same thing and then wondered how to react and recover when being careful wasn't enough? This fascinating workshop will explore aspects of identity theft with particular emphasis on your responsibilities as a buyer and holder of a small purchase charge card.

### What's the Scoop on COOP? - 127

**John Sheppard, Specification Engineer, DGS/DPS**

**Peggy Ward, Director, Management Audit and Review Services, DGS**

Continuity Of Operations Planning (COOP) is not just another bureaucratic acronym but an essential part of business and government operations. As we learned during the last two years of devastating hurricanes, tornadoes and flash floods, being prepared can mean the difference between staying in business and delivering services, and not being able to provide for citizens at times of urgent need. This workshop will present COOP as an expanded version of how we prepare for emergencies at home and also emphasize succession planning, emergency source listings and communications strategies.

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### Virginia Contracting Officer Recertification Process

#### **Forum 2004 = 2 Points**

To be awarded the full number of continuing education hours and points for the VCO, you must sign the roster and complete an evaluation for each workshop and an overall evaluation for Forum 2004. After the Forum, only attendees who completed the evaluations will be contacted by email and provided the information for printing a certificate of completion from the Forum website.

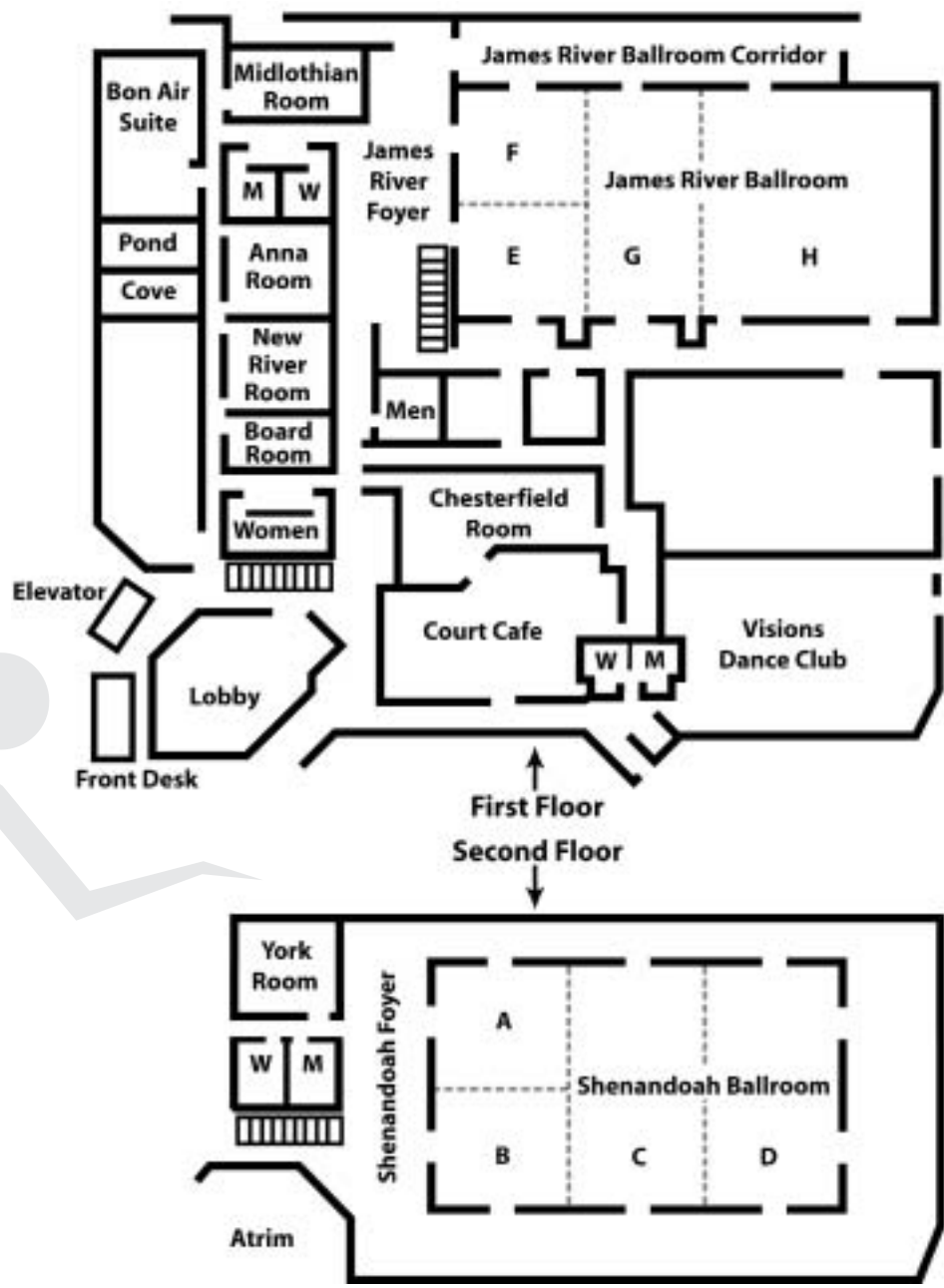
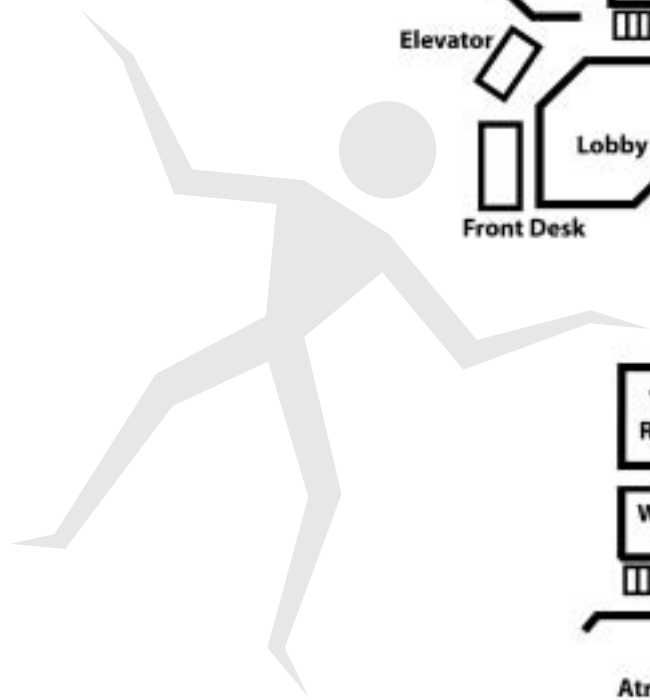
#### **What to do for recertification:**

- Keep up with your expiration date.
- Complete a recertification application online at (<http://dps.virginia.gov/training/index.htm>).
- Attach a copy of your certificates from DPS.
- Certificates from other workshops or conferences must show number of continuing education hours, signed by a conference director or instructor, related to procurement and sponsored by a recognized procurement organization or university.
- Recertification requires 6 points every 5 years.
- DPS only keeps records for DPS events. You are ultimately responsible for your personal records.
- Keep your email address up to date with DPS.

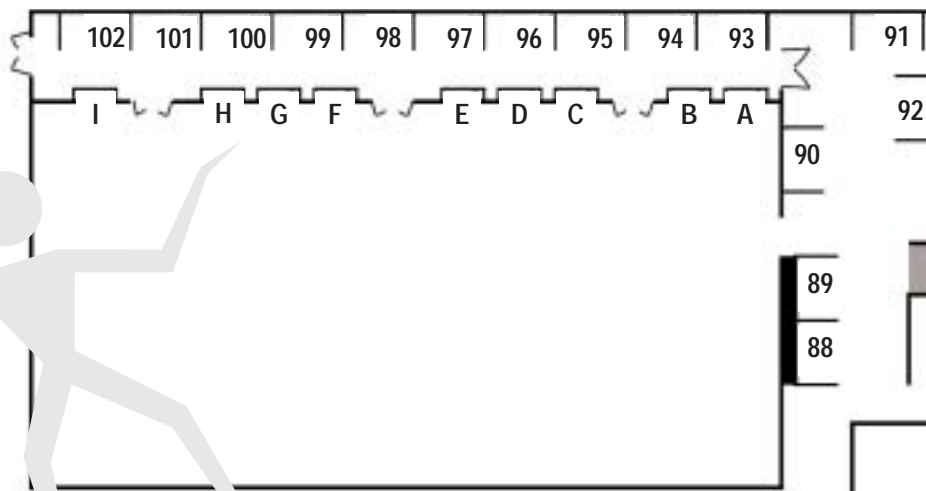
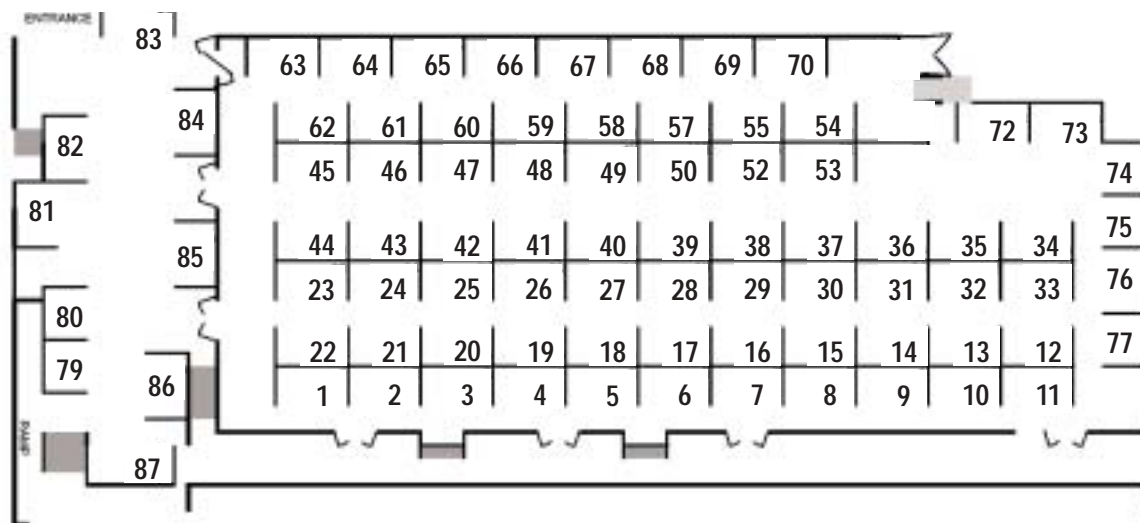
*Check with Linda Morris, Learning & Development Manager, 804-786-4634, if you have questions*

*Note: Check your registration packet for other certification/recertification point allowance documentation not available at the time of printing.*





## Shenandoah Foyer Upstairs



Expo Legend by Booth (Current as of November 15, 2004)

Booth	Exhibitor	Booth	Exhibitor	Booth	Exhibitor
1 . . . . .	Abacus Corporation	34 . . . . .	Vanguard Modular Building Systems, LLC	63 & 64 . .	NCS Technologies
2 & 3 . . . .	Alliance Micro	35 . . . . .	Richmond Metropolitan Convention & Visitors Bureau	65 . . . . .	Safway Services, Inc.
4 . . . . .	Bay Etching & Imprinting, Inc.	36 & 37 . .	Virginia Business Systems	66 . . . . .	IPC Technologies, Inc.
5 . . . . .	John Deere Company	38 . . . . .	PC Mall Gov	67 . . . . .	ISCO/Snap-Tite
6 . . . . .	Carolina Door Controls	39 . . . . .	Spaulding & Slye Colliers International	68 . . . . .	ECK Supply Company
7 . . . . .	Royal Appliance Mfg. Co.	40 . . . . .	Reading Equipment & Distribution	69 . . . . .	Hotel Roanoke & Conference Center / Virginia Tech COTA Office
8 . . . . .	Duron Paints, Inc.	41 . . . . .	DynTek Services, Inc.	70 . . . . .	Allied Concrete Products, LLC
9 . . . . .	Air Mechanical Sales, Inc.	42 & 43 . .	Superior Global Solutions, Inc.	72 . . . . .	Toner Express, USA
10 . . . . .	Cummins Atlantic, Inc.	44 . . . . .	Superior Uniform Group	73 . . . . .	Applied Industrial Technologies, Inc.
11 . . . . .	Office Depot	45 . . . . .	Meredith-Webb	74 & 75 . .	Virginia Correctional Enterprises
12 . . . . .	Studio Displays, Inc.	46 . . . . .	Imagistics International, Inc.	76 . . . . .	Tronex Healthcare Industries
13 . . . . .	DATA	47 . . . . .	Praise Gear	77 . . . . .	PeakLogix
14 . . . . .	Street and Company	48 . . . . .	Blue Ridge Graphics	82 . . . . .	DSI Consulting, Inc.
15 . . . . .	Lang Brothers/ U. S. Bridge	49 . . . . .	TPS Displays	84 . . . . .	eVA
16 . . . . .	Tryco	50 . . . . .	Aireco Supply, Inc.	85 . . . . .	CGI-AMS
17 . . . . .	MARC Workshop, Inc.	52 . . . . .	Metro Heavy Duty Distributor		
18 . . . . .	Loss Control Innovations	53 . . . . .	Internet Security Systems	<i>Table</i>	<i>Exhibitor</i>
19 . . . . .	Capital Relocation Group	54 . . . . .	Allied Building Products Corporation	A . . . . .	The Virginia Department of Business Assistance
20 . . . . .	Daly Computers, Inc.	55 . . . . .	ASAP Software	B . . . . .	Virginia Distribution Center
21 . . . . .	Bob Barker Company	57 . . . . .	Hajoca Corp.	C . . . . .	Virginia Industries for the Blind
22 . . . . .	James River Press	58 . . . . .	Unibind	D . . . . .	Virginia Association of Governmental Purchasing / NIGP
23 & 24 . .	Commercial Business Systems, Inc.	59 . . . . .	Harmony Information Systems, Inc.	E . . . . .	Virginia Department of Minority Business Enterprise
25 . . . . .	Chemspec	60 . . . . .	Cobb Technologies	F . . . . .	DPS / Virginia Institute of Procurement
26 . . . . .	Kunz, Inc.	61 . . . . .	Corporate Office Solutions, LLC		
27 . . . . .	Bobby F. Griffin, Inc.	62 . . . . .	Pitney Bowes		
28 . . . . .	American Express				
29 . . . . .	PSI				
30 . . . . .	High Peak Sportswear				
31 . . . . .	Virco				
32 . . . . .	Dusty Ducts, Inc.				
33 . . . . .	LLE Language Service				

**Abacus Corporation (# 1)**

3114-A West Marshall Street  
Richmond, VA 23230  
(804) 353-7271  
mpbrady@abacuscorporation.com  
Temporary Employment Services

**Air Mechanical Sales, Inc. (# 9)**

2216 Patterson Avenue, SW  
Roanoke, VA 24016  
(540) 344-9253  
dlight@airmechanicalsales.com  
Air Conditioning / Climate Control Systems

**Aireco Supply, Inc. (# 50)**

9120 Washington Boulevard  
Savage, MD 20763  
(301) 953-8800 ext. 288  
mstewart@aireco.com  
Ice Machines

**Alliance Micro (# 2 & 3)**

44258 Mercure Circle, D  
Dulles, VA 20166  
(703) 421-8300 x120  
cjones@alliancemicro.com  
Computer Products

**Allied Building Products Corp. (# 54)**

6709-D Whitestone Road  
Baltimore, MD 21207  
(410) 944-6117  
jason.o'byrne@alliedbuilding.com  
Roofing, Siding, Windows, Doors, etc.

**Allied Concrete Products, LLC (# 70)**

1231 Willis Road  
Richmond, VA 23237  
(757) 286-2124  
Haweshe@aol.com  
Retaining wall and erosion control block  
Anchor Wall System Armotec

**American Express (# 28)**

101 North 14th Street  
Floor 2  
Richmond, VA 23219  
1-877-266-9590  
shannon.m.eigenberger@aexp.com  
Purchasing & Corporate Travel Cards

**Applied Industrial Technologies (# 73)**

1850 Rosser Avenue  
Waynesboro, VA 22980  
(540) 943-9299  
sc0701@applied.com  
Power Transmission, Tools

**ASAP Software (# 55)**

850 Asbury Drive  
Buffalo Grove, IL 60089  
(847) 465-3700 x5363  
dlewis@asap.com  
Computer Software

**Bay Etching & Imprinting, Inc. (# 4)**

43 Lively Oaks Road  
P.O. Box 340  
Lively, VA 22507  
(804) 462-5800  
aroberts@bayimp.com  
Custom Imprinted Drinkware

**Blue Ridge Graphics (# 48)**

550 Meade Avenue  
Charlottesville, VA 22902  
(434) 296-9746  
Screen Printing, Graphic Arts, Promo Items

**Bob Barker Co. (# 21)**

P.O. Box 429  
Fuquay Varina, NC 27526  
1-800-647-3512  
trishpowell@bobbarker.com  
Detention Supplies

**Capital Relocation Group (# 19)**

1701 East Parham Road  
Suite 203  
Richmond, VA 23228  
(804) 262-1178 /800-342-6683  
maryrudisill@capitalrelo.com  
Relocation & Real Estate

**Carolina Door Controls (# 6)**

1102 Lakeview Drive  
Lynchburg, VA 24502  
(434) 582-4888  
wsturmfels@carolindoor.com  
ADA Door Operators, Automatic Doors

**CGI-AMS (# 85)**

4050 Legato Road  
Fairfax, VA 22033  
(703) 267-8000  
erin.fitzgerald@cgi-ams.com  
Systems Integration, Consulting  
Services, Outsourcing

**Chemspec (# 25)**

901 North Newkirk Street  
Baltimore, MD 21205  
(410) 675-4800  
tevans@chemspecworld.com  
ECOgent General Purpose Cleaner

**Cobb Technologies (# 60)**

8827 Staples Mill Road  
Richmond, VA 23228  
(804) 515-5700  
tcavanaugh@cobbtechnologies.com  
Copiers, Fax Machines



**Commercial Business  
Systems, Inc. (# 23 & 24)**

14321 Sommerville Court  
Suite 103  
Midlothian, VA 23113  
(804) 379-0783  
vlong@cbsva.com  
Telephone Repair Services, Tone  
Commander ISDN & VOIP Products

**Corporate Office Solutions (# 61)**

3607 Chain Bridge Road, Suite D  
Fairfax, VA 22030  
(703) 362-2029  
KF@cos4less.com  
Computer Services & Products

**Cummins Atlantic, Inc. (# 10)**

11101 Nations Ford Road  
Charlotte, NC 28273  
(704) 588-1240 x2979  
charles.r.westhofen@cummins.com  
Generators

**Daly Computers, Inc. (# 20)**

22521 Gateway Center Drive  
Clarksburg, MD 20871  
(301) 670-0381  
dll@daly.com  
Computer Products & Services

**DATA (# 13)**

501 Church Street, NE  
Suite 305  
Vienna, VA 22180  
(703) 242-9002  
rdean@data-inc.com  
IT Services, Software

**DPS/Virginia Institute of  
Procurement (Table F)**

805 East Broad Street  
Richmond, VA 23218-1199  
(804) 692-0761  
suzie.gleason@dgs.virginia.gov  
Training, Learning Management System

**DSI Consulting, Inc. (# 82)**

3601 West Hundred Road, Bldg. A  
Chester, VA 23831  
(804) 768-4300  
info@dsi-consulting.com  
Secure Identity Management, Linux

**Duron Paints, Inc. (# 8)**

6564 West Broad Street  
Richmond, VA 23230  
(804) 285-8226  
racernva@aol.com  
Paint & Related Material

**Dusty Ducts, Inc. (# 32)**

1076 Corporate Park Drive  
Forest, VA 24551  
(434) 525-6075  
rick@dustyducts.com  
Consulting, Investigations, Duct Cleaning

**DynTek Services, Inc. (# 41 )**

501 East Franklin Street  
Richmond, VA 23219  
(804) 521-4163  
andrew.miller@dyntek.com  
Secure Data Destruction & Surplus of  
Technology Products

**ECK Supply Company (# 68)**

1030 48th Street  
Newport News, VA 23607  
(757) 244-0125  
jechiappazzi@ecksupply.com  
Electrical & Industrial Supplies

**eVA (# 84)**

805 East Broad Street  
Richmond, VA 23218-1199  
(804) 786-6349  
gil.seigler@dgs.virginia.gov  
eVA - VA's eProcurement Solution

**Bobby F. Griffin, Inc. (# 27)**

1051 Island Road  
Bristol, VA 24201  
(276) 466-8080  
sue@bfgmats.com  
Promotional / Advertising Products

**Hajoca Corp. (# 57)**

2318 Deepwater Terminal Road  
Richmond, VA 23234  
(804) 231-5790  
pvlk@hajoca.com  
Plumbing, Pipe, Valves, Fittings

**Harmony Information  
Systems, Inc. (# 59)**

2700 South Quincy Street, Suite 500  
Arlington, VA 22206  
(703) 933-2403  
nharmon@harmonyis.com  
Human Services Software

**High Peak Sportswear (# 30)**

924 Main Street  
Lynchburg, VA 24504  
(434) 846-5223  
rodneym@hipeak.com  
Promotional Screen Printing

**Hotel Roanoke & Conference  
Center/Virginia Tech  
COTA Office (# 69)**

702 University City Boulevard  
Mail Code 0364  
Blacksburg, VA 24061  
(540) 231-9448  
royjones@vt.edu  
Hotel Roanoke & Conference Center

**Imagistics International, Inc. (# 46)**

216 Business Park Drive  
Virginia Beach, VA 23462  
1-800-631-0016  
margaret.bannerman@imagistics.com  
Color and Black & White Copiers

**Internet Security Systems (# 53)**

12950 Worldgate Drive, 100  
Herndon, VA 20170  
(703) 615-7068  
rmuwakki@iss.net  
Internet Security, Vulnerability Assessment

**IPC Technologies, Inc. (# 66)**

7200 Glen Forest Drive, 100  
Richmond, VA 23226  
(804) 285-9300  
jandrews@ipctech.com  
Consulting Services, Managed Services

**ISCO/Snap-Tite (# 67)**

926 Baxter Avenue  
Louisville, KY 40204  
1-800-345-4726  
Culvert Liners

**James River Press (# 22)**

5420 Distributor Drive  
Richmond, VA 23225  
(804) 230-4515  
brooke@jamesriverpress.com  
Commercial Printing

**John Deere Company (# 5)**

11145 Thompson Avenue  
Lenexa, KS 66213  
1-888-222-7239  
jdagnatls@johndeere.com  
Agricultural, Commercial & Consumer Equip.

**Kunz, Inc. (# 26)**

1630 Sulphur Spring Road  
Baltimore, MD 21227  
1-800-638-0410  
ncalvert@kunzinc.com  
Audio Visual Equipment & Software

**Lang Brothers/ U. S. Bridge (# 15)**

US Route 50, East  
P.O. Box 910  
Bridgeport, WV 26330  
(304) 842-0367  
shag@mountain.net  
Prefabricated Steel Truss & Beam Bridges

**LLE Language Service (# 33)**

1627 K Street, N.W.  
Suite 610  
Washington, DC 20006  
(540) 542-1354  
jpappas@lle-inc.com  
Language Services

**Loss Control Innovations (# 18)**

316 West Broad Street  
Richmond, VA 23220  
(804) 344-0009  
rdevaul@lcinnovations.com  
Safety/Loss Control Services

**MARC Workshop, Inc. (# 17)**

1005 Jordan Street  
Martinsville, VA 24115  
(276) 632-1018  
mws@kimbanet.com  
Tableware, Hygiene Products, Sewn Goods

**Meredith-Webb (# 45)**

334 North Main Street  
Burlington, NC 27217  
(336) 263-7677  
walt@netpath.net  
Printing - official state highway map

**Metro Heavy Duty Distributor (# 52)**

913 McDowell Avenue NE  
Roanoke, VA 24012  
(540) 982-3877  
metro@metroheavyduty.com  
Starter, Alternator, & Turbocharger

**NCS Technologies (# 63 & 64)**

9490 Innovation Drive  
Manassas, VA 20110  
703-621-1700  
IT Hardware

**Office Depot (# 11)**

6304 Woodside Court  
Columbia, MD 21046  
1-800-890-4914  
Office Supplies, Copy & Print Services

**PC Mall Gov (# 38)**

2201 Cooperative Way, Suite 301  
Herndon, VA 20171  
1-800-MALLGOV  
williammi@pcmallgov.com  
Hardware & Software

**PeakLogix (# 77)**

11513 Allecingie Parkway  
Richmond, VA 23235  
(804) 794-5700  
rrechenbach@peaklogix.com  
Material Handling Systems Integrator

**Pitney Bowes (# 62)**

1740 East Parham Road  
Richmond, VA 23228  
(804) 261-3209  
eric.schmude@pb.com  
Mailing Equipment

**Praise Gear (# 47)**

1028 Big Bethel Road  
Hampton, VA 23666  
(757) 838-7945  
praisegear@cox.net  
Clothing & Apparel Manufacturing

**PSI (# 29)**

2930 Eskridge Road  
Fairfax, VA 22031  
(703) 698-9300  
jeanna.zelin@psiusa.com  
Engineering, Testing, Consulting

**Reading Equipment & Distribution (# 40)**

332 Moore Avenue  
Suffolk, VA 23434  
(757) 925-1444  
msnyder@readingequipment.com  
Truck Equipment

**Richmond Metropolitan Convention & Visitors Bureau (# 35)**

401 North 3rd Street  
Richmond, VA 23219  
(804) 783-7425  
drunyan@richmondva.org  
Convention & Visitor Bureau

**Royal Appliance Mfg. Co. (# 7)**

7005 Cochran Road  
Glenwillow, OH 44139  
(877) 875-2143  
dan.fielding@royalappliance.com  
Commercial Vacuum Cleaners

**Safway Services, Inc. (# 65)**

2013 Loumour Avenue  
Richmond, VA 23230  
(804) 355-6523  
marty.carlson@safway.com  
Scaffolding

**Spaulding & Slye Colliers International (# 39)**

PO Box 5005  
Glen Allen, VA 23058  
(804) 357-9373  
rick\_hughes@apauldslye.com  
Facilities Project Management

**Street and Company (# 14)**

3593 Mayland Court  
Richmond, VA 23233  
1-800-480-9204  
NEC Projectors

**Studio Displays, Inc. (# 12)**

10600 Southern Loop Boulevard  
Pineville, NC 28134  
(704) 588-6590  
lpope@studiodisplays.com  
Trade show displays/Custom Interiors

**Superior Global Solutions, Inc. (# 42 & 43)**

1113 Worsham Green Terrace  
Midlothian, VA 23114  
(804) 794-3507  
sandra@sgsinc.net  
Desktop Management Tools

**Superior Uniform Group (# 44)**

10306 Old Camp Road  
Richmond, VA 23235  
(804) 330-8333  
cscholz@sug.biz  
Uniforms

**The Virginia Department of Business Assistance (Table A)**

707 East Main Street  
Suite 300  
Richmond, VA 23219  
(804) 371-8200  
carolyn.conlon@dba.virginia.gov  
Business Services & Information

**Toner Express, USA (# 72)**

1600 Trade Zone Ave., #407  
Upper, MD 20774  
(301) 390-1364  
james@tonerexpress.com  
Toner Supplies

**TPS Displays (# 49)**

2421 Westwood Avenue  
Richmond, VA 23230  
(804) 358-9822  
deniseb@tpsdisplays.com  
Displays & Graphics

**Tronex Healthcare Industries (# 76)**

One Tronex Centre-3 Luger Road  
Denville, NJ 07834  
(973) 627-3800  
marketing@tronexcompany.com  
Disposable Gloves & Apparel

**Tryco (# 16)**

6736 Old Mclean Village Drive  
McLean, VA 22101  
(703) 734-0467  
tryco@tryco.org  
Medical & Dental Supplies

**Unibind (# 58)**

11810 Wills Road  
Suite 100  
Alpharetta, GA 30004  
(770) 674-6000  
jsaye@unibindna.com  
Binding, Laminating & Presentation Products

**Vanguard Modular  
Building Systems, LLC (# 34)**

70 East Swedesford Road  
Suite 9  
Malvern, PA 19355  
(610) 240-8686  
jfaustman@vanguardmodular.com  
Modular Buildings

**Virginia Department of Minority  
Business Enterprise (Table E)**

200-202 N. 9th Street  
11th Floor  
Richmond, VA 23219  
(804) 786-8973  
wmiles@dmbe.state.va.us  
SWAM Certification

**Virco (# 31)**

P.O. Box 1188  
Midlothian, VA 23113  
1-800-448-4726 ext 1573  
bobparker@virco.com  
Educational & Instructional Furniture

**Virginia Association  
of Governmental  
Purchasing, Inc. (Table D)**

184 Business Park Drive  
Suite 200G  
Virginia Beach, VA 23462  
(757) 473-9700  
vagp@managegroup.com  
Public Procurement Association

**Virginia Business  
Systems (# 36 & 37)**

2800 East Parham Road  
Richmond, VA 23228  
(804) 266-6001  
sadkins@vabs.net  
Office Equipment, Document Management

**Virginia Correctional  
Enterprises (# 74 & 75)**

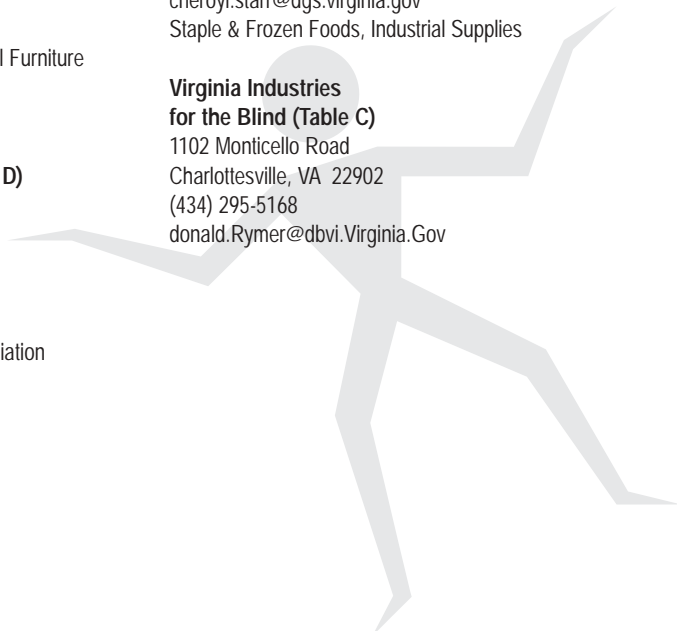
8030 White Bark Terrace  
Richmond, VA 23237  
(804) 743-4100  
Hessergr@vadoc.state.va.us  
Embroidery Services, Office Furniture

**Virginia Distribution Center (Table B)**

2400 Riley Ridge Road  
P.O. Box 99  
Sandston, VA 23150  
(804) 328-3232  
cheroyl.starr@dgs.virginia.gov  
Staple & Frozen Foods, Industrial Supplies

**Virginia Industries  
for the Blind (Table C)**

1102 Monticello Road  
Charlottesville, VA 22902  
(434) 295-5168  
donald.Rymer@dbvi.Virginia.Gov





## Special Thanks

Special thanks to the DPS team members whose support and assistance were invaluable in developing and presenting Forum 2004. Thanks, too, to our Workshop Speakers, Panelists and Table Talk Experts whose names are listed next to their sessions. We appreciate your willingness to lend your time and expertise.

### ***Ron Bell, Director***

*Christine Anderson    Pauline Loving*  
*Eugene Anderson    Matt Manion*  
*Francine Barnes    Warren Mitchell*  
*Rebecca Barnett    Linda Morris*  
*Victoria Beasley    David Nims*  
*Henry Campbell    Robert Pareene*  
*Shane Caudill    Edwin Patterson*  
*Sharon Claxton    Robert Quinn*  
*Diane Coles    Larry Ray*

*Joe Dagra    Bill Reid*  
*Nancy Davis    Steven Scott*  
*Davina Ellis    Gil Seigler*  
*Tammy Farmer    Sherie Sensabaugh*  
*Letha Ferrell    Karen Shaffer*  
*Fran Finch    Sheri Shelton*  
*Mary Fleming    John Sheppard*  
*David Foster    Bob Sievert*  
*Sandra Gill    Linwood Spindle*  
*Suzie Gleason    Pete Stamps*  
*Mignon Herbert    Carolyn Steffen*  
*Paul Higgins    Jacky Suiter*  
*Glenn Hinton    Judith Wallace*  
*Steve Hudson    MaLinda Washington*  
*Gary Johnson    Alice Watkins*  
*Gail Kemper    Sherrill Watkins*  
*Ron King    Pris Woods*

*Please note: To reach DPS staff members by email use their first and last name as follows:  
firstname.lastname@dgs.virginia.gov.*



Eugene Anderson	SWAM for Buyers, SWAM for Suppliers
Georgiana Ball	Greening Up
Jean Bass	SWAM for Buyers, SWAM for Suppliers
Vicki Beasley	Creating a Catalog (Computer Lab)
Ronald Bell	Doing Business in Virginia
Marquis J. Bolton	Surplus - Getting More for Less
Charlie Breeding	Some Days Chickens, Some Days Feathers, A Dull Guillotine is a Pain in the Neck
Michelle Carpenter	Web Strategies for Small Business
Shane Caudill	Quick Quote, Creating a Catalog (Overview Class)
Nancy M.Davis	APSPM - What's New , APSPM Jeopardy
Delores W. Elmore	Change - The Cheese Experience
Tammy Farmer	Cultivating Your eVa Fields
Jan Fatouros	eVA Fall Update
Edward C. Gibbs	Doing Business in Virginia
Paul Higgins	Cooperative Procurement, Ethics
Wendy Hopp	What's in Your Wallet - Identity Theft Awareness, Prevention and Response
Steve Hudson	Building Vendor Relationships through Alternative Dispute Resolution
Gary Johnson	Contract Management
Gail Kemper	eMall Made Easier for You, eVa Breaks Out in Localities
Ronald L. King	Request for Proposal
Marion Lancaster	SCT/Banner and eVA Integration
Kathi Lee	What's in Your Wallet - Identity Theft Awareness, Prevention and Response
Don LeMond	Insurance & Procurement - A Crucial Partnership
Susan Mongold	Multiple Priorities: Juggling On a Day-to-Day Basis
Linda Morris & Carolyn Steffen	Virginia Institute of Procurement
Phil Pippert	Technology Purchasing Through VITA, Doing Business in Virginia
Don Rainey	Best Value
Mark Rubin	Building Vendor Relationships through Alternative Dispute Resolution
Cindy Sager	Doing Business in Virginia
Gil Seigler	eVA Breaks Out in Localities
Karen E. Shaffer	Managing eVA Business Opportunities and Orders
John Sheppard	Specification Formats for e-Procurement, What's the Scoop on COOP?
Bob Sievert	eVA Fall Update, Quick Quote, Reverse Auction
Don E. Silies	Doing Business in Virginia
Jacky Suiter	Reverse Auction
Peggy Ward	What's the Scoop on COOP?
John Westrick	Procurement Remedies



<i>Month / Day</i>	<i>Class</i>	<i>Instructor</i>	<i>Month / Day</i>	<i>Class</i>	<i>Instructor</i>
January			July		
12	VCO Block 1 .....	Paul Higgins	7	VCO Block 1 .....	Paul Higgins
20	VCO Exam		13-14	VCO Block 4 .....	Gary Johnson, Larry Ray & Georgiana Ball
February			21	VCO Exam	
3	Methods of Procurement .....	Nancy Davis	28	VCO Review Class .....	Ron King
9-10	VCO Block 2 .....	JohnSheppard & Francine Barnes	August		
17	VCO Exam		10-11	VCO Block 2 .....	JohnSheppard & Francine Barnes
March			16	Methods of Procurement .....	Nancy Davis
9-10	VCO Block 3 .....	Ron King & TBA	18	VCO Exam	
15	Fundamentals of Procurement ...	Bob Pareene & Matt Manion	30	Basics for End Users .....	Bob Pareene
17	VCO Exam		September		
24	APSPM Review .....	Nancy Davis	13	Fundamentals of Procurement ....	Bob Pareene & Matt Manion
April			14-15	VCO Block 3 .....	Ron King & Nancy Davis
5	Competitive Negotiation .....	Steve Hudson	20	Contract Management .....	Gary Johnson
7	VCO Block 1 .....	Paul Higgins	22	VCO Exam	
13-14	VCO Block 4 .....	Gary Johnson, Larry Ray & Georgiana Ball	27	Competitive Negotiation .....	Steve Hudson
20	VCO Review Class .....	Ron King	October		
May			4	APSPM Review .....	Nancy Davis
19	VCO Exam		12-13	VCO Block 4 .....	Gary Johnson, Larry Ray & Georgiana Ball
24	Contract Management .....	Gary Johnson	14	VCO Review Class .....	Ron King
25-26	VCO Block 2 .....	JohnSheppard & Francine Barnes	20	VCO Exam	
June			November		
8-9	VCO Block 3 .....	Ron King & TBA	13-17	2005 Forum	
16	VCO Exam		December		
			8	VCO Exam	



### **Capital Area Purchasing Association**

[www.capa.state.va.us](http://www.capa.state.va.us)

### **Department of Labor/Bureau of Labor Statistics**

Consumer Price Index

<http://www.bls.gov/cpi/home.htm>

### **Department of General Services /**

Bureau of Capital Outlay Management

Virginia Construction Contracting Officer (VCCO)

<http://bcom.dgs.virginia.gov/Index.aspx>

### **Department of General Services /**

Division of Purchases and Supply

Virginia Contracting Officer (VCO)

<http://dps.dgs.virginia.gov/training/>

### **Department of General Services/**

Division of Purchases and Supply

Statewide Contracts

<http://dps.dgs.virginia.gov/dps/contracts/contracts.asp>

### **eVA – Virginia's eProcurement Solution**

<http://www.eva.state.va.us>

### **Institute for Supply Management**

(National Association of Purchasing Management)

Accredited Purchasing Practitioner (APP)

Certified Purchasing Manager (CPM)

<http://www.ism.ws/index.cfm>

### **National Association of State Procurement Officials**

[www.naspo.org](http://www.naspo.org)

### **National Institute of Governmental Purchasing, Inc.**

Certified Professional Public Buyer (CPPB)

Certified Public Purchasing Officer (CPPO)

<http://www.nigp.org/index.htm>

### **VA Association of Governmental Purchasing, Inc.**

<http://vagp.org/>

### **Virginia Association of State Colleges & University**

**Purchasing Professionals (VASCUPP)**

Cooperative Procurement Contracts

<http://www.vcu.edu/procurement/coopcon.htm>

### **Virginia Information Technologies Agency**

Statewide Information Technology Contracts

<http://www.vita.virginia.gov/procurement/contracts.cfm>

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## Need to Quench Your Thirst for Learning?

### Visit the Virginia Institute of Procurement (VIP) Table F

#### (Free VIP Water for visitors)

or come to the VIP Workshop

Monday, December 6, 1:30-2:30 pm

to find out what VIP is all about.







Forum Notes







Forum Notes





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2004 Forum





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2004 Forum







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2004 Forum







Forum

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2004 Forum



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2004 Forum





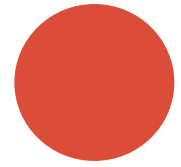
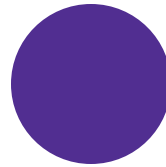
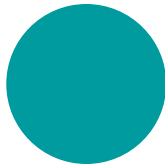
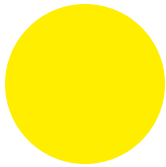




Forum

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Richmond, Virginia / December 5 - 8, 2004